

Getting Started

Outreach Strategies for Engaging with People Experiencing Homelessness

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March 31, 2022 10:30-11:30 AM



**Opioid
Response
Network**

Working with communities.

- ✧ The SAMHSA-funded *Opioid Response Network (ORN)* assists states, organizations and individuals by providing the resources and technical assistance they need locally to address the opioid crisis and stimulant use.
- ✧ Technical assistance is available to support the evidence-based prevention, treatment and recovery of opioid use disorders and stimulant use disorders.

Funding for this initiative was made possible (in part) by grant no. 1H79TI083343 from SAMHSA. The views expressed in written conference materials or publications and by speakers and moderators do not necessarily reflect the official policies of the Department of Health and Human Services; nor does mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government.



Working with communities.

- ✧ The *Opioid Response Network (ORN)* provides local, experienced consultants in prevention, treatment and recovery to communities and organizations to help address this opioid crisis and stimulant use.
- ✧ *ORN* accepts requests for education and training.
- ✧ Each state/territory has a designated team, led by a regional Technology Transfer Specialist (TTS), who is an expert in implementing evidence-based practices.



Contact the Opioid Response Network

✦ To ask questions or submit a request for technical assistance:

- Visit www.OpioidResponseNetwork.org
- Email orn@aaap.org
- Call 401-270-5900



Learnings Objectives

- ✧ Explore and problem-solve systems barriers that may reduce engagement in services
- ✧ Review strategies for developing trust early in professional relationships
- ✧ Identify language pitfalls that can damage relationships before they start





**Explore and
problem-solve
systems barriers
that may reduce
engagement in
services**

Questions?

✧ What about the experience of homelessness might make it difficult for people to engage in services/supports?

✧ When it comes to people's competing needs and priorities, what do you find yourself coming up against?



A Time of Many Changes

- Change is hard... for everyone
- “Solving” one problem often brings to light other problems that were previously unidentified or not yet able to be addressed
- Accessing community supports can be challenging
- Without regular resources for care, people often rely on emergency or crisis services which can be more time consuming and expensive to access
- Changes may disrupt existing services, supports, habits, and resources



Changes and Instability Can Impact People's Sense Of:

Safety

Control

Predictability





Review strategies for developing trust early in professional relationships

What can you do to foster trust with people who may have good reasons to be cautious?

Safety

Control

Predictability



Setting Yourself Up For Success

Engaging Consumers in Every Step of Planning and ALL Decision Making

- ✧ Evidence demonstrates that training in person-centered planning “**can increase engagement in services** and holds the promise of a genuinely **collaborative** service-planning process that makes documentation more **meaningful** to the client and more **feasible** and **efficient** for the clinician.”
- ✧ Stanhope, V., Ingoglia, C., Schmelter, B., & Marcus, S. C. (2013). Impact of person-centered planning and collaborative documentation on treatment adherence. *Psychiatric Services*, 64(1), 76–79.



Setting Expectations

Set the stage for effective work by clarifying:

***What
consumers
can expect of
you***

and

***What you
(and their
team) may
expect
from them***



Set Yourself Up for Success when working with people with housing needs

- ✧ Engage in shared decision making and go at the consumer's pace.
- ✧ Anticipate the challenges related to change? Changing locations may require changing jobs, service providers, access to supports?
- ✧ Know your resources... their rules, eligibility criteria and processes.
- ✧ Break big tasks into manageable steps. Create and follow checklists.



Set Yourself Up for Success when working with people with housing needs

- ✧ Connect the interventions to the vision? Why are we doing this task?
- ✧ Normalize the process, what goes into it, and why it takes so long.
- ✧ Practice “the art of the warm handoff.” Rather than provide a contact number or website, introduce consumers to resources, check them out together. Check on the status of connections... did they work out?
- ✧ Expect that symptoms may interfere with housing related tasks, even with tasks that consumers seem capable of doing.
- ✧ Coordinate, Coordinate, Coordinate



Don't reinvent the wheel! Use established resources

- ✧ Money Smart for Young Adults or Adults– free curricula about banking, budgeting, credit, saving, identity protection and planning put together by the FDIC
<https://catalog.fdic.gov/catalog/s/productdetail?selProductId=01tt0000000DCgxAAG>
- ✧ My Own Front Door – a free housing resource guide developed by Maryland's DDA
<https://dda.health.maryland.gov/Pages/Developments/2015/My%20Own%20Front%20Door%20final%206-16-14.pdf>
- ✧ Engage in Empirically Supported and Evidence Based Practices
- ✧ Can your team or organization commit to compiling and vetting your own local resource list?
- ✧ Have you met Aunt Bertha? <https://www.findhelp.org>



Power Struggles: why they came in vs what we can offer

- Once a power struggle begins, there are no winners
- It is their life and the choices they make are theirs
- Allow time and choices for a person to respond differently
- It takes two
- Put your fears and ego away
- This is where flexibility and creative thinking come into play

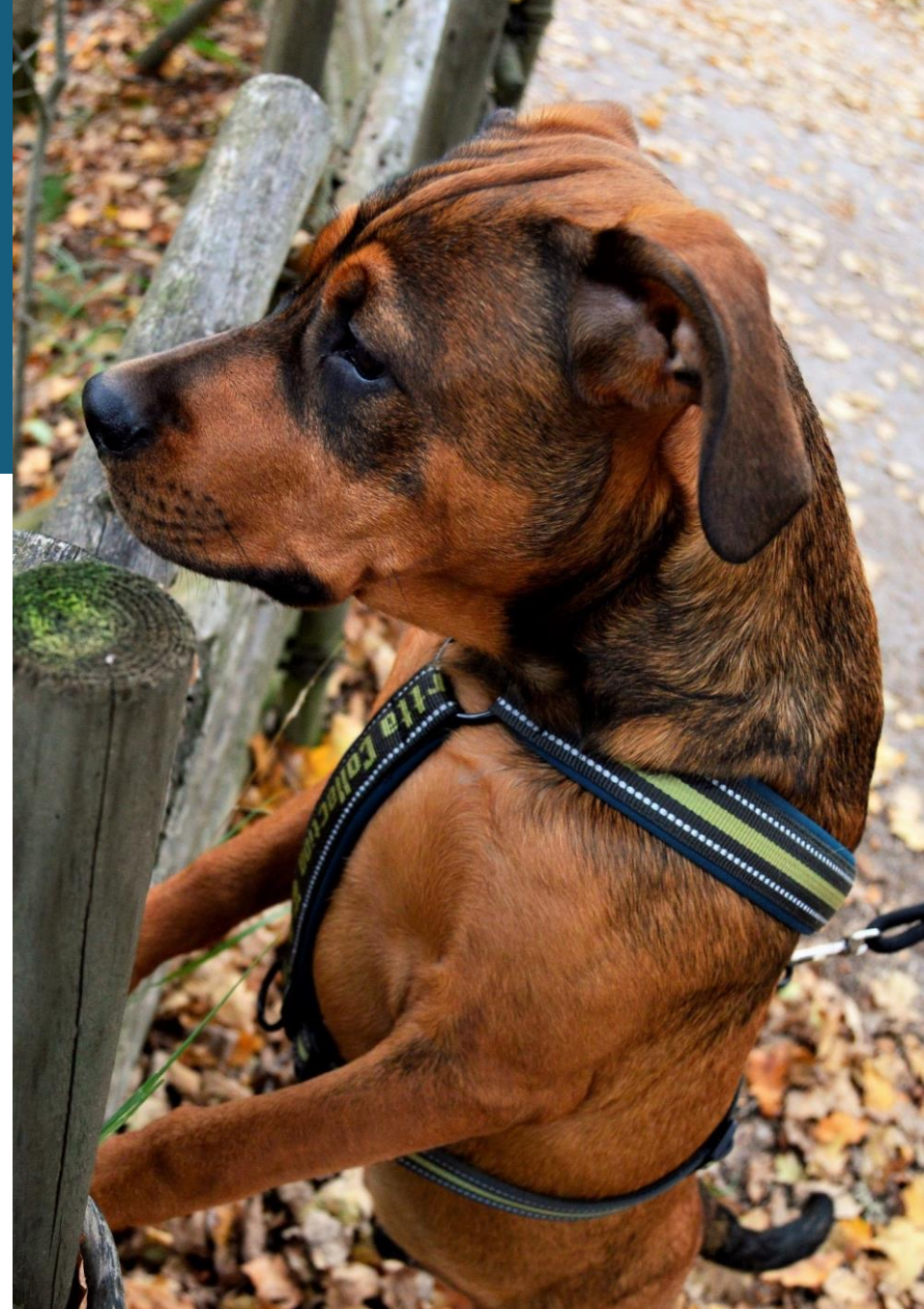


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What works?

BEING PERSON-CENTERED

- focusing on **quality-of-life** and **wellness** as the big-picture goal(s)
- addressing challenges in the **context** of how overcoming them will increase chances of success in working towards goals
- shared-decision making – people are the **experts** in their own lives
- fostering collaboration and **connections** - professional and personal

HAVING A PLAN... AND STICKING TO IT

- having a clear destination for the **recovery journey**
- identifying **steps** on the path including who will do what and how we will know what is working
- using the plan and meeting-to-meeting **agenda setting** to stay on course and trouble-shoot barriers as they arise





**Identify
language pitfalls
that can damage
relationships
before they start**

Recovery and Discovery

“The need is to reestablish a new and valued sense of integrity and purpose within and beyond the limits of the disability; the inspiration is to live, work and love in a community in which one makes a significant contribution.”

Deegan, P. (1988) Recovery: The lived experience of rehabilitation. Psychosocial Rehabilitation Journal. XI (4) 11-19





Adopt a Spirit of Experimentation!

- ✧ **We do not know exactly what will work in every situation.**
- ✧ **We know what is recommended based on research and experience.**
- ✧ **We know that for each person/situation there may be several solutions that could work.**
- ✧ **We know that the changes that work best are the ones people stick with.**

How often do you hear...?

A schizophrenic, A borderline	An addict/junkie	Front-line staff / in the trenches	Substance abuse/abuser	Suffering from
High-functioning	Low Functioning	Acting-out	Unrealistic	Denial, unable to accept illness, lack of insight
Resistant/non- compliant	Weaknesses	Unmotivated	Clinical decomp, relapse, failure	Frequent Flyer
Manipulative	Entitled	User of the system	Minimize Risk	Clinical Stability





Questions?